

# Survey Summary by Originating Organization / Agency

For Surveys created from 10/13/2004 to 10/18/2004 and responded to through 10/22/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Organization / Agency</b>							
<b>Attorney General</b>	<b>10 Survey(s) Found</b>						
Was the service provided in a timely manner?	5	2	0	2	1	<b>3.80</b>	0
Was the technician knowledgeable?	7	0	1	0	1	<b>4.33</b>	0
Was the problem solved to your satisfaction?	5	2	1	0	1	<b>4.11</b>	3
Was the technician friendly?	8	0	0	0	1	<b>4.56</b>	1
Was the solution of your problem clearly communicated to you?	4	1	1	0	1	<b>4.00</b>	4
If Field Services visited your workstation did they leave a note explaining what was done?	0	2	7				0
Was your problem resolved with your initial contact to DIT Support?	4	1	4				2
<b>Dept Information Technology</b>	<b>52 Survey(s) Found</b>						
Was the service provided in a timely manner?	33	13	3	1	1	<b>4.49</b>	4
Was the technician knowledgeable?	35	10	1	0	1	<b>4.66</b>	3
Was the problem solved to your satisfaction?	37	11	1	1	1	<b>4.61</b>	2
Was the technician friendly?	37	8	1	1	1	<b>4.65</b>	3
Was the solution of your problem clearly communicated to you?	34	10	3	0	3	<b>4.44</b>	4
If Field Services visited your workstation did they leave a note explaining what was done?	16	4	28				4
Was your problem resolved with your initial contact to DIT Support?	33	11	8				4
<b>Dept of Agriculture</b>	<b>21 Survey(s) Found</b>						
Was the service provided in a timely manner?	18	1	1	0	0	<b>4.85</b>	2
Was the technician knowledgeable?	17	3	0	0	0	<b>4.85</b>	0
Was the problem solved to your satisfaction?	19	0	1	0	0	<b>4.90</b>	1
Was the technician friendly?	18	1	0	0	0	<b>4.95</b>	0
Was the solution of your problem clearly communicated to you?	17	3	0	0	0	<b>4.85</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	4	0	16				0
Was your problem resolved with your initial contact to DIT Support?	9	3	8				3

<u>Organization / Agency</u>	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Dept of Career Development</b>	<b>10 Survey(s) Found</b>						
Was the service provided in a timely manner?	5	3	0	2	0	<b>4.10</b>	3
Was the technician knowledgeable?	8	0	2	0	0	<b>4.60</b>	0
Was the problem solved to your satisfaction?	7	2	1	0	0	<b>4.60</b>	1
Was the technician friendly?	8	1	1	0	0	<b>4.70</b>	0
Was the solution of your problem clearly communicated to you?	8	1	0	1	0	<b>4.60</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	4	0	5				0
Was your problem resolved with your initial contact to DIT Support?	7	2	1				1
<b>Dept of Civil Rights</b>	<b>1 Survey(s) Found</b>						
Was the service provided in a timely manner?	0	1	0	0	0	<b>4.00</b>	0
Was the technician knowledgeable?	1	0	0	0	0	<b>5.00</b>	0
Was the problem solved to your satisfaction?	0	1	0	0	0	<b>4.00</b>	0
Was the technician friendly?	0	1	0	0	0	<b>4.00</b>	0
Was the solution of your problem clearly communicated to you?	0	1	0	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	0	0	1				0
<b>Dept of Civil Service</b>	<b>5 Survey(s) Found</b>						
Was the service provided in a timely manner?	1	3	0	0	1	<b>3.60</b>	0
Was the technician knowledgeable?	3	1	0	0	1	<b>4.00</b>	0
Was the problem solved to your satisfaction?	4	1	0	0	0	<b>4.80</b>	0
Was the technician friendly?	3	1	0	0	0	<b>4.75</b>	0
Was the solution of your problem clearly communicated to you?	1	2	1	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2				0
Was your problem resolved with your initial contact to DIT Support?	0	4	0				0
<b>Dept of Community Health</b>	<b>15 Survey(s) Found</b>						
Was the service provided in a timely manner?	8	5	1	1	0	<b>4.33</b>	3
Was the technician knowledgeable?	9	6	0	0	0	<b>4.60</b>	1
Was the problem solved to your satisfaction?	10	2	1	1	0	<b>4.50</b>	2
Was the technician friendly?	12	3	0	0	0	<b>4.80</b>	1
Was the solution of your problem clearly communicated to you?	8	5	1	0	0	<b>4.50</b>	3
If Field Services visited your workstation did they leave a note explaining what was done?	3	0	11				0
Was your problem resolved with your initial contact to DIT Support?	9	3	2				2
<b>Dept of Consumer Ind Services</b>	<b>47 Survey(s) Found</b>						
Was the service provided in a timely manner?	24	15	4	0	3	<b>4.24</b>	6
Was the technician knowledgeable?	19	18	5	0	1	<b>4.26</b>	10
Was the problem solved to your satisfaction?	24	13	1	1	3	<b>4.29</b>	8
Was the technician friendly?	26	13	3	0	1	<b>4.47</b>	5
Was the solution of your problem clearly communicated to you?	20	12	4	1	5	<b>3.98</b>	8
If Field Services visited your workstation did they leave a note explaining what was done?	11	0	33				2
Was your problem resolved with your initial contact to DIT Support?	23	13	10				9

	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b><u>Organization / Agency</u></b>							
<b><u>Dept of Corrections</u></b>	<b>123 Survey(s) Found</b>						
Was the service provided in a timely manner?	80	28	6	5	3	<b>4.45</b>	16
Was the technician knowledgeable?	87	23	5	4	0	<b>4.62</b>	17
Was the problem solved to your satisfaction?	93	18	4	1	4	<b>4.63</b>	19
Was the technician friendly?	95	16	2	1	2	<b>4.73</b>	20
Was the solution of your problem clearly communicated to you?	81	24	4	5	3	<b>4.50</b>	16
If Field Services visited your workstation did they leave a note explaining what was done?	23	6	91				7
Was your problem resolved with your initial contact to DIT Support?	90	20	12				9
<b><u>Dept of Education</u></b>	<b>14 Survey(s) Found</b>						
Was the service provided in a timely manner?	11	2	1	0	0	<b>4.71</b>	1
Was the technician knowledgeable?	12	1	1	0	0	<b>4.79</b>	1
Was the problem solved to your satisfaction?	13	0	1	0	0	<b>4.86</b>	1
Was the technician friendly?	13	0	1	0	0	<b>4.86</b>	0
Was the solution of your problem clearly communicated to you?	13	0	1	0	0	<b>4.86</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	2	1	10				2
Was your problem resolved with your initial contact to DIT Support?	14	0	0				0
<b><u>Dept of Environmental Quality</u></b>	<b>37 Survey(s) Found</b>						
Was the service provided in a timely manner?	21	7	4	2	2	<b>4.19</b>	5
Was the technician knowledgeable?	22	6	3	1	0	<b>4.53</b>	5
Was the problem solved to your satisfaction?	23	9	1	1	1	<b>4.49</b>	3
Was the technician friendly?	22	10	0	0	0	<b>4.69</b>	3
Was the solution of your problem clearly communicated to you?	18	9	4	0	1	<b>4.34</b>	5
If Field Services visited your workstation did they leave a note explaining what was done?	8	1	24				5
Was your problem resolved with your initial contact to DIT Support?	26	7	3				6
<b><u>Dept of Hist Art and Libraries</u></b>	<b>3 Survey(s) Found</b>						
Was the service provided in a timely manner?	1	0	1	0	0	<b>4.00</b>	1
Was the technician knowledgeable?	2	1	0	0	0	<b>4.67</b>	0
Was the problem solved to your satisfaction?	1	1	0	0	0	<b>4.50</b>	1
Was the technician friendly?	2	1	0	0	0	<b>4.67</b>	0
Was the solution of your problem clearly communicated to you?	1	0	0	1	0	<b>3.50</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	1				0
Was your problem resolved with your initial contact to DIT Support?	1	1	0				1
<b><u>Dept of Management &amp; Budget</u></b>	<b>25 Survey(s) Found</b>						
Was the service provided in a timely manner?	8	8	1	1	1	<b>4.11</b>	10
Was the technician knowledgeable?	7	5	1	0	0	<b>4.46</b>	7
Was the problem solved to your satisfaction?	9	8	0	0	1	<b>4.33</b>	3
Was the technician friendly?	9	6	0	0	0	<b>4.60</b>	6
Was the solution of your problem clearly communicated to you?	8	6	2	1	0	<b>4.24</b>	4
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	19				0
Was your problem resolved with your initial contact to DIT Support?	8	3	10				3

<u>Organization / Agency</u>	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b>Dept of Military and Veterans</b>	<b>3 Survey(s) Found</b>						
Was the service provided in a timely manner?	0	1	0	1	1	<b>2.33</b>	1
Was the technician knowledgeable?	0	1	2	0	0	<b>3.33</b>	0
Was the problem solved to your satisfaction?	0	1	1	1	0	<b>3.00</b>	0
Was the technician friendly?	0	0	2	0	0	<b>3.00</b>	0
Was the solution of your problem clearly communicated to you?	0	1	0	2	0	<b>2.67</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2				0
Was your problem resolved with your initial contact to DIT Support?	1	0	2				0
<b>Dept of Natural Resources</b>	<b>22 Survey(s) Found</b>						
Was the service provided in a timely manner?	18	3	1	0	0	<b>4.77</b>	3
Was the technician knowledgeable?	22	0	0	0	0	<b>5.00</b>	0
Was the problem solved to your satisfaction?	19	2	0	0	0	<b>4.90</b>	2
Was the technician friendly?	21	1	0	0	0	<b>4.95</b>	1
Was the solution of your problem clearly communicated to you?	18	3	0	1	0	<b>4.73</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	6	0	15				0
Was your problem resolved with your initial contact to DIT Support?	19	1	2				2
<b>Dept of State</b>	<b>24 Survey(s) Found</b>						
Was the service provided in a timely manner?	15	5	1	1	1	<b>4.39</b>	4
Was the technician knowledgeable?	16	3	1	0	0	<b>4.75</b>	4
Was the problem solved to your satisfaction?	18	3	1	0	2	<b>4.46</b>	3
Was the technician friendly?	16	4	0	0	0	<b>4.80</b>	5
Was the solution of your problem clearly communicated to you?	15	4	1	1	2	<b>4.26</b>	3
If Field Services visited your workstation did they leave a note explaining what was done?	4	1	18				0
Was your problem resolved with your initial contact to DIT Support?	9	8	6				3
<b>Dept of Transportation</b>	<b>27 Survey(s) Found</b>						
Was the service provided in a timely manner?	19	4	1	3	0	<b>4.44</b>	3
Was the technician knowledgeable?	16	6	3	1	0	<b>4.42</b>	3
Was the problem solved to your satisfaction?	16	5	3	0	2	<b>4.27</b>	2
Was the technician friendly?	19	4	2	0	1	<b>4.54</b>	2
Was the solution of your problem clearly communicated to you?	13	5	3	3	0	<b>4.17</b>	1
If Field Services visited your workstation did they leave a note explaining what was done?	5	2	18				0
Was your problem resolved with your initial contact to DIT Support?	14	9	3				1
<b>Dept of Treasury</b>	<b>27 Survey(s) Found</b>						
Was the service provided in a timely manner?	16	9	1	1	0	<b>4.48</b>	1
Was the technician knowledgeable?	18	8	1	0	0	<b>4.63</b>	1
Was the problem solved to your satisfaction?	17	9	0	0	0	<b>4.65</b>	4
Was the technician friendly?	19	7	1	0	0	<b>4.67</b>	0
Was the solution of your problem clearly communicated to you?	18	6	2	0	0	<b>4.62</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	12	1	14				2
Was your problem resolved with your initial contact to DIT Support?	22	4	1				2

	Very Good ( 5 ) Yes	Good ( 4 ) No	Average ( 3 ) N/A	Poor ( 2 )	Very Poor ( 1 )	Average Rating	Total Comments
<b><u>Organization / Agency</u></b>							
<b><u>Family Independence Agency</u></b>	<b>138 Survey(s) Found</b>						
Was the service provided in a timely manner?	77	31	16	6	5	<b>4.25</b>	16
Was the technician knowledgeable?	81	33	12	1	2	<b>4.47</b>	14
Was the problem solved to your satisfaction?	87	26	11	2	5	<b>4.44</b>	17
Was the technician friendly?	96	17	7	1	1	<b>4.69</b>	23
Was the solution of your problem clearly communicated to you?	81	23	7	5	3	<b>4.46</b>	22
If Field Services visited your workstation did they leave a note explaining what was done?	16	3	109				5
Was your problem resolved with your initial contact to DIT Support?	76	33	26				15
<b><u>Michigan Gaming Control Board</u></b>							
	<b>1 Survey(s) Found</b>						
Was the service provided in a timely manner?	0	1	0	0	0	<b>4.00</b>	0
Was the technician knowledgeable?	0	1	0	0	0	<b>4.00</b>	0
Was the problem solved to your satisfaction?	0	1	0	0	0	<b>4.00</b>	0
Was the technician friendly?	0	1	0	0	0	<b>4.00</b>	0
Was the solution of your problem clearly communicated to you?	0	1	0	0	0	<b>4.00</b>	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0
<b><u>Michigan State Police</u></b>							
	<b>29 Survey(s) Found</b>						
Was the service provided in a timely manner?	14	7	2	3	3	<b>3.90</b>	5
Was the technician knowledgeable?	15	7	2	1	1	<b>4.31</b>	5
Was the problem solved to your satisfaction?	18	4	1	4	2	<b>4.10</b>	4
Was the technician friendly?	19	6	0	1	1	<b>4.52</b>	3
Was the solution of your problem clearly communicated to you?	13	6	1	3	4	<b>3.78</b>	4
If Field Services visited your workstation did they leave a note explaining what was done?	2	3	22				3
Was your problem resolved with your initial contact to DIT Support?	8	15	6				6
<b><u>Grand Totals</u></b>							
	<b>634 Survey(s) Found</b>						
Was the service provided in a timely manner?	374	149	44	29	22	<b>4.33</b>	84
Was the technician knowledgeable?	397	133	40	8	7	<b>4.55</b>	71
Was the problem solved to your satisfaction?	420	119	29	12	22	<b>4.50</b>	76
Was the technician friendly?	443	101	20	4	8	<b>4.68</b>	73
Was the solution of your problem clearly communicated to you?	371	123	35	24	22	<b>4.39</b>	75
If Field Services visited your workstation did they leave a note explaining what was done?	120	25	447				30
Was your problem resolved with your initial contact to DIT Support?	374	138	105				69

#### **Survey Summary Information**

Waiting

0

Responded

634

Processed

0

Expired

4,822

**Total : 5,456**

**Percent Responded / Processed - 11.62 %**